Development Section Lead
IS Enterprise Systems Development Services – Consultant/Administrator
Department of Administration – STAR Program Office

Position Summary

The STAR Program Office provides statewide information technology services utilizing a combination of both State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the general supervision of the Development Section Chief, in the STAR Program Office, this position is responsible to provide an advanced level of technical expertise for planning, development, implementation, management and administration of applications and support services for State of Wisconsin's enterprise technology environment. Specifically, PeopleSoft Financials, Human Resources, Enterprise Learning Management and Supply Chain Management systems. This includes the research, standardization, deployment, administration, and support of all relative tools associated with a particular application, customer or client.

This project and technical leader is responsible for working with members of the STAR Program Office, State Agencies and DOA Division customers to provide solutions. This technical lead position functions as a project manager for major initiates and projects; along with the daily support of the State of Wisconsin's enterprise technology environment. The incumbent is responsible for assignments from routine to very complex system leadership in which all assignments are performed with minimal supervision.

The expectation for this technical leader to have a mastery level of PeopleSoft technology suite of products (SQR, SQL, XML BI Publisher, PeopleTools, DataMover Script). Also to be well versed or learn the functionality of PeopleSoft Financials, Human Resources or Supply Chain Management systems.   With the advanced ability to create technical designs, and mentor/train on all aspects of the PeopleSoft applications.

Work impacts all phases in the Systems Development Life Cycle. As a result, this position requires advanced working knowledge of systems analysis and design, data modeling, languages, databases and operating systems, management information systems, and knowledge of leadership techniques, service- oriented architecture (SOA), software design patterns, and project/ Agile project management. This position defines, researches, and selects the tools, techniques, standards and methodologies to be used in enterprise application development activities. Also this position mentors and trains team members and recommends changes to meet the industry best practices.

The systems that the incumbent is responsible for are critical to the mission of the agency and, as such, have widespread impact throughout state and local government and affect the private sector, as well.

Goals and Worker Activities

35%   **A.**   Serve as the Project Leader to design and coordinate the development activities for 1 or more of the PeopleSoft applications and the tools to support those applications.

A1.	Identify requirements and develop overall technical documentation necessary to support these applications.
A2.	Advise and consult with members of the STAR Program Office and various State agencies to develop recommendations for support and enhancements to these applications.
A3.	Advise and consult with state agencies providing direction, guidance, and consultation for developing specifications for these applications.
A4.	Analyze proposal alternatives with detail design specifications for completing data processing objectives as requested by the state agencies and coordinate the data processing effort with each proposal utilizing the most cost effective alternatives.
A5.	Provide overall leadership to other staff members and ensure that their efforts are consistent with the overall project objectives and follow overall STAR Program Office standards and procedures.
A6.	Develop and manage relationships with key customer representatives in each of the divisions and with partner agencies.

30%   **B.**   **Serve as the key technical contact and primary technical authority for the State enterprise technology environment.**

B1.   Acquire, enhance and maintain working knowledge of the customer's operation and business needs/problems by leading meetings and reviewing relevant documentation.

B2.   Respond quickly and accurately to customer requests for production system information, or ad hoc reports and data extracts.

B3.   Develop project plans that include tasks to be performed, task estimates, and targeted completion dates. Provide project status feedback to stakeholders and STAR Program Office management.

B4.   Provide consulting and support services to the department and agency partners.

B5.   Develop and maintain coordination and problem resolution with other areas within STAR Program Office to ensure responsive service to customers.

B6.   Observe sign-off procedures with customers and management to ensure that user and management understanding has been obtained and satisfied.

B7.   Conduct evaluations of hardware and software for possible purchase and propose solutions to implement application right-sizing or client server technology.

20%   **C.**   **Lead, design and coordinate the development activities for the STAR Program Office which includes all statewide users and their processing requirements.**

C1.   Perform advanced computer programming and systems analysis for proposed changes, revisions, and problem areas associated with supported applications.

C2.   Provide for user documentation which will include the user training in the overall operation of the system.

C3.   Investigate any problems that may occur in the development and installation of programs for processing applications in the STAR Program Office.

C5.   Conduct systems testing with other analyst/programmers to assure that programs and procedures are in compliance with program specification, verifying program completeness and accuracy as compared to the overall project objectives.

C6.   Develop adequate systems and programming documentation framework to meet STAR Program Office standards. This includes system flow charts, program specifications, data base field definitions and overall hardware and software requirements.

10%   **D.**   **Assist with technical support activities for STAR Program Office applications.**

D1.   Provide systems analyst/programmer support in evaluating proposed changes, revisions, and problem areas.

D2.   Advise and consult with staff people in STAR Program Office and users from other State Agencies concerning proposed system modifications or problems with current processing and/or reporting.

D3.   Revise program or procedure documentation to satisfy operational or technical requirements and to meet the STAR Program Office documentation standards.

D4.   Provide systems maintenance services when operational failures or potential critical outage (or potential of) occur.

D5.	Function as a backup to peers involved in development, modification, and operation of systems utilizing a wide variety of software and hardware.

5%   **E.**   **Professional development and other duties as assigned.**

E1.	Attend user meetings with STAR Program Office staff and prepare reports or minutes of decisions or agreements made at such meetings back to the Development Section Chief.
E2.	Attend training sessions and vendor demonstrations concerning hardware, software and techniques with possible applications for use within the assigned Divisions.
E3.	Perform all duties assigned, either by the Development Section Chief or by his/her delegate, in a timely and professional manner.
E4.	Support the Department's Affirmative Action Policy.

Knowledge, Skills and Abilities

1. Expert knowledge of best practices around Software Delivery Life Cycle
2. Mastery of PeopleSoft suite of development product as well as PeopleTools suit products.
3. Knowledge or willingness to learn the functionality of one of the follow PeopleSoft applications: Financials, Human Resources, Enterprise Learning Management or Supply Chain Management systems.
4. Expert ability to manage projects
5. Expert knowledge of the Agile methodology
6. Advanced level problem solving skills.
7. Strong leadership skills.
8. Expert ability to transfer functional requirements and designs into technical designs
9. Proven ability to adhere to policies, procedures, and standards in system design and specification, program development, documentation, planning and status reporting
10. Experience in analyzing enterprise business and technology issues in a large corporation or government organization.
11. Expert understanding of programming and design practices
12. Resourceful in identifying and obtaining information sources needed to perform responsibilities effectively.
13. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames in a collaborative environment.
14. Effective oral and written communication skills including the ability to communicate business and technical concepts and information effectively to a wide range of audiences including the public.
15. Strong inter-personal skills including the ability to work independently with business and IS managers and staff in federal, state and local agencies, and with division and department managers or staff.
16. Strong debugging and troubleshooting skills
17. Comprehensive knowledge of systems analysis and consulting techniques includes hardware and software.
18. Thorough knowledge of structured programming techniques
19. Expert knowledge of testing techniques
20. Thorough knowledge of relational database concepts, data entity/relationship modeling, and database schema design
21. Knowledge of enterprise reporting requirements and design and implementation of reports
22. Knowledge of standard office tools such as Access, Word, Excel, PowerPoint, and Visio